CHAPTER 3
SECTION 1.4

INTERFACE OVERVIEW

1.0. OPERATIONAL POLICIES AND CONSTRAINTS

Defense Enrollment Eligibility Reporting System (DEERS) and its interfacing systems operate under the following policies and constraints:

- Standard Provider, Payer, and Patient Identifiers (IDs) will be used, as legislated under Health Insurance Portability and Accountability Act (HIPAA) when these ID's are mandated for implementation.

2.0. SYSTEM DESCRIPTION

2.1. Interface

DEERS supports various interfaces to systems within the Military Health System (MHS) and outside the MHS including Centers for Medicare and Medicaid Services (CMS) and the state Medicaid agencies.

Major communities that DEERS interfaces with include:

- Composite Health Care System (CHCS)
- Department of Defense (DoD) service personnel systems
- MHS clinical systems
- MHS Data Repository (MDR)
- Managed Care Support Contractors (MCSCs)/claims processors
- Uniformed Services Family Health Plan (USFHP) Providers
- Health benefits advisors and other users throughout the Continental United States (CONUS) and Outside Continental United States (OCONUS) via the General Inquiry of DEERS (GIQD) application
- Pharmacy Data Transaction System (PDTS)
- Continued Health Care Benefit Program (CHCBP) administrator
- TRICARE Dental contractors
- Department of Veterans Affairs (DVA)
- TRICARE Dual Eligible Fiscal Intermediary Contractor (TDEFIC)
- Other organizations as identified

2.2. DEERS Operational Environment and Characteristics

The DEERS system environment consists of a Relational Database Management System (RDBMS), rules-based applications processing DoD entitlements and eligibility, a Transmission Control Protocol/Internet Protocol (TCP/IP) sockets listener, application servers that enforce business rules, and web servers.

DEERS provides client/server applications, web applications, and system to system interfaces.

The government provides the MCSCs/USFHP providers with several Government Furnished Equipment (GFE) applications including:

- DEERS Online Enrollment System (DOES)
- Civilian Primary Care Manager (PCM) Maintenance
- Direct Care (DC) PCM Panel Reassignment
- Application Download
- PCM Research
- GIQD
- Catastrophic Cap and Deductible Database (CCDD) Research (MCSC only) and Enrollment Fee Payment Transaction Research
- Other Health Insurance (OHI) Maintenance Application
- Site Security Application
- Standard Insurance Table (SIT) Verification

DOES is a required GFE web-based application that supports enrollment and research functions.

The Civilian PCM Maintenance application is a required GFE web application used to perform Civilian PCM Panel Reassignments.

PCM Research application is an optional application that allows MCSCs to view PCMs and their usage.

2.2.1. Client Server Requirements

DOES is a required GFE client server application that supports enrollment and research functions.

The Civilian PCM Maintenance application is a required GFE client server application used to perform Civilian PCM Panel Reassignments. This is a companion application to DOES. If authorized for both applications, the user can access either application once they have successfully completed the common login.

The following is the "minimal" hardware and software requirements for all workstations running the DOES and Civilian PCM Maintenance applications. It is based on the same standard for running Microsoft Windows 2000. Like Microsoft Windows 2000, it is strongly suggested that workstations running the DOES and Civilian PCM Maintenance application exceed the minimal requirements for optimal performance.

2.2.1.1. Hardware Platform

At a minimum, the hardware platform will consist of a 1 Gigahertz (GHz) or faster Pentium compatible CPU with a minimum of 256 MB RAM and a minimum display resolution of 800 x 600. These minimum requirements are solely for the purpose of running the DOES and Civilian PCM Maintenance applications in a Microsoft Windows 2000 environment. It is strongly suggested that workstations running applications in addition to these exceed these minimal requirements for optimal performance.

2.2.2. Operating System

Microsoft Windows 2000. MCSCs shall plan for operating systems upgrades consistent with ongoing Microsoft releases. System upgrades shall be coordinated with Defense Manpower Data Center (DMDC) through the TRICARE Management Activity (TMA).

2.2.3. Disk Space

Microsoft Windows 2000 recommends a minimum hard drive of 2 Gigabytes.

2.2.4. Web Requirements

PCM Research application is an optional application that allows MCSC to view PCMS and their usage.

GIQD is a web-based GFE application used for research purposes that displays demographics, coverage and PCM assignment information. GIQD is available to the MCSC upon request through the Contracting Officer (CO).

The CCDD Research and Enrollment Fee Payment Transaction Research Application is a web-based GFE application that supports research on the history of CCDD and enrollment fee payment transactions posted to DEERS and stored on-line (total of three years).

NOTE: DOES will show all fee payments for an existing policy, as well as for policies that have ended within the last 12 months.

The OHI Maintenance Application is a web-based GFE application that is used by MCSCs, USFHP Providers, PDTS, and CHCS. It allows add, update, and cancellation of OHI policies as well as SIT carrier adds, updates, cancellations, and deactivations. This application is available to the MCSC, USFHP providers, and PDTS upon request through the CO.

The SIT Verification Application is a web-based GFE application that is used exclusively by TMA Uniform Business Office (UBO), the Verification Point of Contact (VPOC). The application queues all SIT transactions for review and verification by the VPOC.

GIQD and the CCDD Research Application require the MCSC/USFHP to use Netscape 4.0 or higher, or Internet Explorer 5.0 or higher browser using HTTPS.

The Security application is a web-based application. This required GFE application is used by the MCSC/USFHP provider to establish users and grant access to applications and other privileges. The MCSC/USFHP provider is responsible for designating one site security manager and one backup to manage all users and their access to DEERS applications. The MCSC/USFHP provider is required to remove access to all DEERS systems immediately upon departure of an employee from performing the function.

2.2.5. System Maintenance/Downtime

DMDC has routinely scheduled times for system maintenance and will schedule additional downtimes as required. The routinely scheduled downtimes are:

- Weekly - 2100 Eastern Saturday to 0600 Eastern Sunday
- Daily (if needed) - 2355 Eastern to 0100 Eastern

When DMDC identifies a telecommunications, hardware, or software problem outside a scheduled maintenance window that results in downtime for two contiguous or intermittent hours in the contractor interface, DMDC must notify the TMA DEERS Liaison Officer of the problem and approximately when it is expected to be corrected. The TMA DEERS Liaison Officer will then contact the TMA Contracting Officer's Representative (CORs)/Administrative Contracting Officer's Representative (ACORs). The TMA CORs/ACORs will notify all TMA contractors reliant upon DEERS of the situation and provide guidance as appropriate.

When the contractor experiences downtime for two hours contiguously or intermittently in the DEERS interface, and has not been contacted by the COR/ACOR, the contractor must thoroughly research the problem from their end to determine that they are not the source of the problem. If the contractor identifies the source of the problem on their end and the contractor anticipates it will take more than two or more hours to resolve, the contractor must inform the COR/ACOR. If the problem was expected to be resolved in less than two hours but is still unresolved after two hours, the contractor must contact the COR/ACOR.

If the contractor determines that telecommunications, hardware or software is operating normally at their end, then they shall contact the help desk at DMDC directly to notify DMDC of the problems being experienced. DMDC will validate whether a known problem exists and the approximate time required for resolution. If the problem identified by DMDC is expected to require more than two hours to resolve, the MCSC must notify the COR/ACOR immediately.

If DMDC is unaware of a problem at the time of contact by the contractor, they will initiate the appropriate action required to identify and resolve the problem and notify

the contractor of the amount of time required to resolve the problem once the source is determined. If DMDC determines the problem will require more than two hours to resolve, DMDC will contact the TMA DEERS Liaison Officer.

In a single day, any downtime, either intermittently or contiguously for greater than two hours must be reported to TMA, whether the source of the problem is the contractor, DMDC or unidentified.

2.2.6. System To System Interactions

FIGURE 3-1.4-1 SYSTEM TO SYSTEM INTERACTION

REFERENCE CHAPTER 3, SECTION 1.5 PARAGRAPH	BUSINESS EVENT	SENDING NODE	RECEIVING NODE	FORMAT	FREQUENCY
1.2.5.2.	**PCM Interface** Sending node organizations send addition and modification records.	MCSC USFHP provider	DEERS	XML	Event Driven
1.2.8.4.	**Batch Fee Payment/Failure To Pay Fees**	MCSC USFHP provider	DEERS	Batch: Fixed Length DEERS Defined	Nightly
1.4.	**Notification of Policy Information** This message sends a new image of demographic, address, policy, PCM, fee, and other pass through information.	DEERS	MCSC USFHP provider	Variable Length DEERS Defined	Event Driven
1.4.3.	**Notification of Patient ID Change** (This is a publish and subscribe model.)	DEERS	MCSC USFHP provider CHCS	XML	Weekly
1.6.1.1.	**Health Care Coverage Inquiry**	MCSC Claims Processor PDTS	DEERS	Fixed Length DEERS Defined	Event Driven
1.6.1.2.	**Health Care Coverage Response**	DEERS	MCSC Claims Processor PDTS	Variable Length DEERS Defined	Event Driven
1.6.1.3.	**Partial Match Response to a Health Care Coverage Inquiry**	DEERS	MCSC Claims Processor PDTS	Variable Length DEERS Defined	Event Driven
1.6.1.4.1.	**CCDD Totals Inquiry**	MCSC Claims Processor PDTS	DEERS	Fixed Length DEERS Defined	Event Driven
1.6.1.4.1.5.	**CCDD Totals Response**	DEERS	MCSC Claims Processor PDTS	Variable Length DEERS Defined	Event Driven

FIGURE 3-1.4-1 SYSTEM TO SYSTEM INTERACTION (CONTINUED)

REFERENCE CHAPTER 3, SECTION 1.5 PARAGRAPH	BUSINESS EVENT	SENDING NODE	RECEIVING NODE	FORMAT	FREQUENCY
1.6.1.5.	**CCDD Update**	MCSC Claims Processor TRRx and USFHP	DEERS	Fixed Length DEERS Defined	Event Driven
1.6.3.1.	**Point of Sale (POS) Inquiry**	PDTS	DEERS	XML	Event Driven
1.6.3.2.	**Point of Sale (POS) Response**	PDTS	TRRx	XML	Event Driven
1.6.3.4.	**Person Demographics Service (PDS) Inquiry**	PDTS	DEERS	XML	Event Driven
1.6.3.5.	**PDS Response**	DEERS	PDTS	XML	Event Driven
1.7.1.	**OHI Policy Inquiry**	MCSC Claims Processor TRRx CHCS	DEERS	XML	Event Driven
1.7.1.4.	**OHI Policy Inquiry Response**	DEERS	MCSC Claims Processor TRRx CHCS	XML	Event Driven
1.7.2., 1.7.3., 1.7.4.	**OHI Policy Add/Update/ Cancellation**	MCSC TRRx CHCS	DEERS	XML	Event Driven
1.8.2., 1.8.3., 1.8.4.	**SIT Add/Update/Cancellation/ Deactivation**	MCSC Claims Processor TRRx CHCS	DEERS	XML	Event Driven
1.8.2., 1.8.3., 1.8.4.	**SIT Add/Update/Cancellation/ Deactivation**	DEERS	MCSC Claims Processor TRRx CHCS	XML	Event Driven
1.8.5.	**Publish and Subscribe for the SIT Table Change** Any change to the SIT Table (e.g., adds, deactivation, temp to perm on a carrier ID, or updates) requires all holders of the SIT to download the SIT.	MCSC Claims Processor TRRx CHCS	DEERS	XML	Check Nightly
1.9.	**File of CMS Information**	DEERS	TDEFIC	FTP Fixed Length DEERS Defined	Monthly

2.3. DEERS Major System Components

Major components of DEERS include:

- Person repository
- National Enrollment Database (NED)
- Centralized CCDD repository
- PCM repository
- OHI repository
- SIT database

2.4. External Systems

All system to system interfaces to DEERS must use TCP/IP, FTP, HTTP, or HTTPS as specified by DEERS

- DEERS utilizes standard message protocols where appropriate
- DEERS defines the content and format of messages between DEERS and the MCSC
- DEERS and MCSC's and USFHP providers must utilize encryption for all messages that contain Privacy Act information
- DEERS specifies the method of encryption and authentication for all external interfaces (see Chapter 1, Section 1.1, paragraph 8.4., DEERS and MHS Telecommunications)
- All notifications are sent as full database images; they are not transaction-based. The MCSC must accept and apply the full image sent by DEERS. The MCSC or USFHP provider should add the information, if not present in their system. The MCSC or USFHP provider should update their system, if the information is present, by replacing their information with what is newly received from DEERS. Notifications are only intended to synchronize the most current information between DEERS and the MCSC. They do not synchronize history.
- DMDC centrally enforces all business rules for enrollment and enrollment-related events
- DEERS is the database of record for all eligibility and enrollment information

2.4.1. Data Sequencing

Since DEERS is tasked with resolving data conflicts from external systems using rules-based applications, the MCSC shall ensure proper data sequencing of transactions sent to DEERS. This aids in maintaining data validity and integrity.